

VA Capability Model

Version 3.0

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1 Introduction

The Department of Veterans Affairs Capabilities Model (VACM) is based on the Federal Enterprise Architecture (FEA) Business Reference Model (BRM)¹. The FEA was developed by the Office of Management and Budget (OMB) as a comprehensive business-driven blueprint of the entire federal government.

The FEA BRM provides a blue print of the federal government's operations, including its internal operations, and its services for the citizens, independent of agencies, bureaus and offices performing them.

The VACM was developed by tailoring the FEA BRM to reflect the operations and capabilities of the VA. This tailored model will serve as an underlying foundation for discussing strategic level strategies and promote cross-organization collaboration.

A capability is an ability the Department possess; it is not tied to the "who" or "how". Capacities are expressed in high level terms and reflect the outcome the ability is used to achieve. In a Planning, Programming, Budgeting/Execution and Evaluation (PPBE) construct, the set of resources (people, money and things) used to build or sustain a capability are organized into one or more programs.

The VACM's structure is the same as the FEA BRM v2.3. In the FEA BRM, the model separates government operations into high-level Categories relating to the purpose of government (Services for Citizens), the support functions necessary to conduct government operations (Support Delivery of Services), and the resource management functions that support all areas of the government's business (Management of Government Resources). Each Category is further defined by a hierarchy of Capabilities and Components. The VACM is made up of three categories – Services for Veterans and Eligible Beneficiaries, Support Delivery of Services and Management of Government Resources.

The FEA BRM Services for Citizens Category was tailored to define the VA's Services for Veterans and Eligible Beneficiaries Category. Explanations of the tailored elements are provided as part of the description of the Capabilities and Components. The wording in the Support Delivery of Services and Management of Government Resources categories was tailored to reflect VA vs governmentwide application. In addition, the General Government capability was eliminated from the Support Delivery of Services Category.

Figure 1 provides an overview of the VA SCM.

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http://www.whitehouse.gov/sites/default/files/omb/assets/fea_docs/FEA_CRM_v23_Final_Oct_2007_Revised.pdf

VA Capability Model



Figure 1

The following sections define the Capabilities and Components that comprise the VACM.

2 Provide Services for Veterans and Eligible Beneficiaries

The Services for Veterans and Eligible Beneficiaries Category describes the mission and purpose of the Department of Veterans Affairs in terms of the services it provides both to and on behalf of the Veteran. Figure 2 illustrates the Capabilities hierarchy within the Provide Services for Veterans and Eligible Beneficiaries Category.

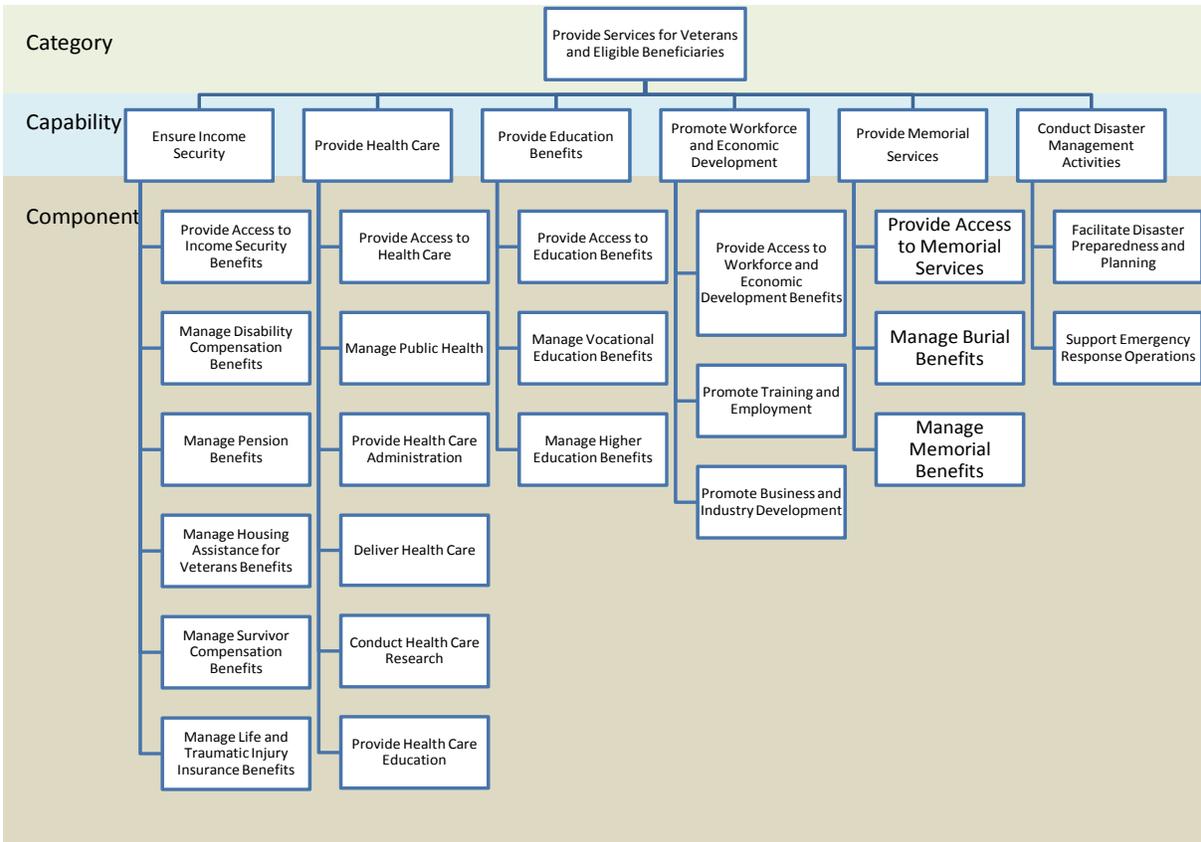


Figure 2

The FEA BRM was tailored to the VA by:

- Adding an “Access to” Component to the Income Security, Education Capabilities to match the “Access to Care” Component in the Health Capability.
- FEA BRM Income Security capability hierarchy was modified to better reflect the VA components.
- The Health Components were modified to reflect additional analysis and breakouts incorporated into VHA’s Business Function Framework.
- Combining the Workforce Management and Economic Development capabilities into a single Workforce and Economic Development Capability
- Adding a VA-unique Memorial Services Capability.

2.1 Ensure Income Security

Income Security includes activities designed to ensure that Veterans and their eligible beneficiaries are provided with the necessary means – both financial and otherwise – to successfully reintegrate into civilian life as full productive members. This includes all benefit programs that promote these goals.

The FEA BRM contains a single component for General Retirement and Disability. For the VACM, that component has been broken into two components, Disability Compensation and Pension.

One additional component has been added: Life and Traumatic Injury Insurance and Burial and Memorial Benefits. The FEA BRM includes providing insurance as a “mode of delivery”, but does not have a defined capability for the provision of insurance.

- **Provide Access to Income Security Benefits** focuses on the access to appropriate benefits. This includes streamlining efforts to receive benefits; ensuring benefits are appropriate in terms of type, intensity, location and availability; providing seamless access to knowledge about the benefits available, performing eligibility determination, and managing beneficiary information.
- **Manage Disability Compensation Benefits** involves the development and management of benefits and income security for those who are disabled. Provides monetary benefit paid to Veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during military service. Includes Special Monthly Compensation and Aid and Attendance, and the Filipino Veterans Equity Compensation Fund.
- **Manage Pension Benefits** involves the development and management of retirement benefits and income security for eligible wartime Veterans who have attained age 65 or are permanently and totally disabled as a result of a disability not related to military service and to eligible surviving spouses and dependent children of deceased wartime Veterans. Includes: Improved Law pensions (current), prior law pensions (closed since 1979) and old law pensions (closed since 1960).
- **Manage Housing Assistance for Veterans Benefits** includes programs aimed at providing temporary or permanent housing for Veterans and their families. Includes programs to prevent or eliminate homelessness (HUD-VASH, Homeless Providers Grant and Per Diem Program, Supportive Services for Low Income Veterans and Families (SSVF), Justice Outreach Homelessness Prevention Initiative / Justice outreach program as well as VA's Housing (Loan Guarantee) Program. The Loan Guarantee Program helps eligible Veterans, active duty personnel, surviving spouses, and members of the reserve and National Guard

purchase, retain and adapt homes, it also includes the Native American Veterans Housing Loan Program.)

- **Manage Survivor Compensation Benefits** provides compensation to the survivors of Veterans receiving or eligible to receive benefits from VA. Includes providing of monetary payments to surviving spouses, dependent children and dependent parents in recognition of the economic loss caused by the Veterans death during military service or subsequent to discharge from military service as a result of a service connected disability. Includes Dependency and Indemnity Compensation (DIC), Survivor Compensation, and reimbursement of burial expenses, burial allowance and plot allowances.
- **Manage Life and Traumatic Injury Insurance Benefits** provides Veterans with life insurance benefits that may not be available from the commercial insurance industry due to lost or impaired insurability resulting from military service. In addition, provides universally available life insurance benefits to Service members and their families as well as traumatic injury protection insurance for Service members. Includes: USGLI, NSLI, VS LI, VRI, SGLI, VG LI, FSGLI, SDVI and TSGLI.

2.2 Provide Health Care

Health care involves federal programs and activities to ensure and provide for the health and wellbeing of the public. This includes the direct provision of health care services and facilitating access to health care services as well as the monitoring and tracking of public health indicators for the detection of trends and identification of widespread illnesses/diseases. It also includes both earned and unearned health care benefit programs.

- **Provide Access to Health Care** enables access to appropriate health care. This includes streamlining efforts to receive care; ensuring care is appropriate in terms of type, care, intensity, location and availability; providing seamless access to health knowledge, enrolling providers; performing eligibility determination, and managing patient movement.
- **Manage Public Health** provides strategies to improve health by focusing on the well-being of the Veterans and VA health staff communities. This includes developing and implementing public health policy that promotes disease prevention, risk reduction and improved health for the community. Functions also include surveillance and epidemiology assessments. Public health functions are also used to decrease health disparities and improve health outcomes in sub-populations of Veterans, such as women Veterans.

- **Provide Health Care Administration** assures that federal health care resources are expended effectively to ensure quality, safety, and efficiency. This includes managing health care quality, cost, workload, and utilization.
- **Deliver Health Care** provides and supports the delivery of health care to its beneficiaries. This includes assessing health status; planning health services; ensuring quality of services and continuity of care; and managing clinical information and documentation.
- **Conduct Health Care Research** includes developing new strategies to handle diseases; identifying new means for delivery of services, methods, decision models and practices; managing clinical trials and research quality, ultimately making strides in quality improvement.
- **Provide Health Care Education** fosters advancement in health knowledge. This includes promoting healthcare knowledge advancement and providing for practitioner education. It also includes provision of clinical education sites for trainees across all health professions and in conjunction with educational institutions.

2.3 Provide Education Benefits

Education refers to those activities that impart knowledge or understanding of a particular subject to the public. Education can take place at a formal school, college, university or other training program. This capability includes all government programs that promote the education of the public, including both earned and unearned benefit programs.

- **Provide Access to Education Benefits** focuses on the access to appropriate benefits. This includes streamlining efforts to receive benefits; ensuring benefits are appropriate in terms of type, intensity, location and availability; providing seamless access to knowledge about the benefits available, performing eligibility determination, and managing beneficiary information.
- **Manage Vocational Education Benefits** refers to the education provided by a high school or college preparatory school; and vocational and technical education and training.
- **Manage Higher Education Benefits** refers to education beyond the secondary level; specifically to education provided by a college or university. Veteran, Family and Survivor Education programs provide Veterans, Service members, Reservists and certain family members with educational resources. These programs are meant to assist in the readjustment to civilian life, to help the armed forces both recruit and retain members and to provide the opportunity to enhance the Nation's competitiveness through the development of a more highly educated and productive

workforce. Includes Chapters 30, 33, 35, 1606 and 1607 and the Post-Vietnam Era Veterans Education Account.

2.4 Promote Workforce and Economic Development

Workforce and Economic Development includes those activities that promote the welfare of the nation's Veteran workforce by advancing opportunities for profitable employment, and promoting the creation of Veteran business opportunities.

- **Provide Access to Workforce and Economic Development benefits** focuses on the access to appropriate benefits. This includes streamlining efforts to receive benefits; ensuring benefits are appropriate in terms of type, intensity, location and availability; providing seamless access to knowledge about the benefits available, performing eligibility determination, and managing beneficiary information.
- **Promote Training and Employment** involves programs of job or skill training, employment services and placement, and programs to promote the hiring of marginal, unemployed, or low-income workers. Includes Vocational Rehabilitation and Compensated Work Therapy.
- **Promote Business and Industry Development** supports activities related to the creation of economic and business opportunities and stimulus, and the promotion of financial and economic stability for Veterans involved in different types of business.

2.5 Provide Memorial Services

Memorial Services involves honoring the memory of Veterans and eligible beneficiaries through the provision of benefits and service to provide final resting places in national shrines and lasting tributes that commemorate their service to our Nation.

- **Provide Access to Memorial Services** focuses on the access to appropriate services. This includes streamlining efforts to receive services; ensuring services are appropriate in terms of type, intensity, location and availability; providing seamless access to knowledge about the services available, performing eligibility determination, and managing beneficiary information.
- **Manage Burial Benefits** involves all activities related to burial of eligible Veterans and family members in national cemeteries and aid to support the burial of Veterans and family members in state or tribal government Veterans cemeteries.

- **Manage Memorial Benefits** includes furnishing lasting tributes that commemorates a Veteran's service such as headstones and markers for the graves of eligible persons in national, state or tribal government Veterans cemeteries and private cemeteries and furnishing flags and Presidential Memorial Certificates to families of deceased Veterans.

2.6 Conduct Disaster Management Activities

Disaster Management involves the activities required to prepare for, mitigate, respond to, and repair the effects of all disasters, whether natural or manmade.

- **Facilitate Disaster Preparedness and Planning** involves the development of response programs to be used in case of a disaster as well as pre-disaster mitigation efforts to minimize the potential for loss of life and property. This involves partnering with other federal agencies in Federal Emergency Preparedness. Includes jointly administering the National Disaster Medical System (NDMS) with other federal partners (DoD, HHS, FEMA) , to serve as a backup to civilian health care in the event of disasters producing mass casualties, and coordinate hospital capacity with other participating nonfederal hospitals.
- **Support Emergency Response Operations** involves the immediate actions taken to respond to a disaster. These actions include providing such laboratory, epidemiological, medical or other assistance as the Secretary considers appropriate to Federal, State, and local health care agencies and personnel involved in or responding to the disaster or emergency. Includes carrying out Federal Radiological Emergency Response Plan efforts to respond to nuclear hazards by deploying to a disaster site within 12 to 24 hours to provide technical advice, radiological monitoring, decontamination expertise, and medical care as a supplement to local expertise.

3 Support Delivery of Services

As shown in Figure 3, Support Delivery of Services provides the critical policy, programmatic and managerial foundation to support VA operations. Figure 3 provides a graphical representation of this Category.

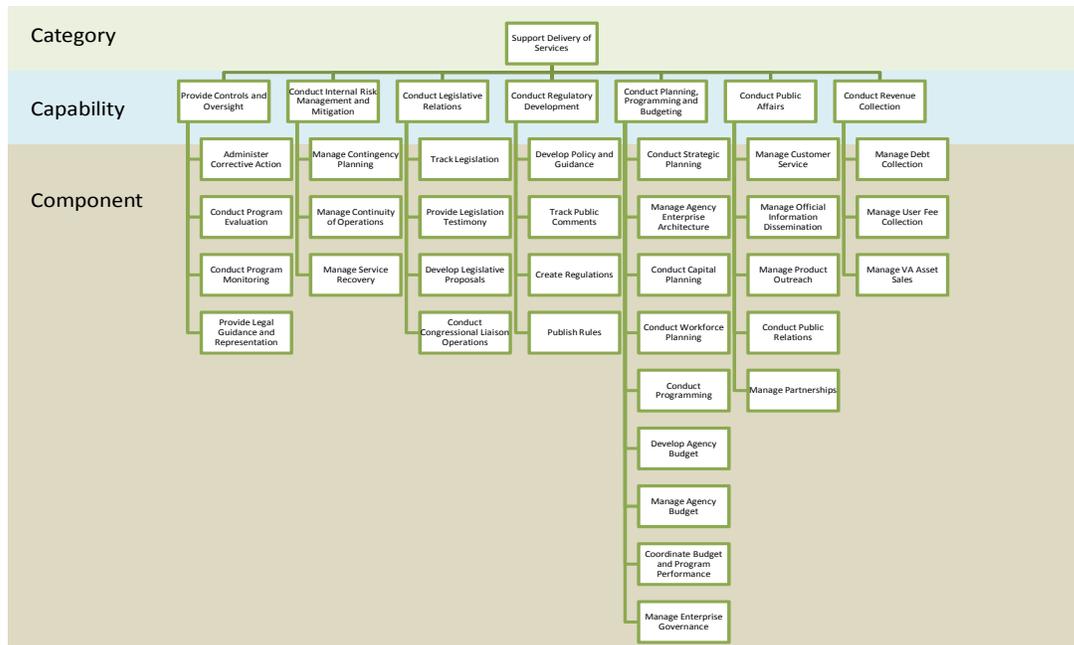


Figure 3

3.1 Provide Controls and Oversight

Controls and Oversight ensures that the operations and programs of VA and its external business partners comply with applicable laws and regulations and prevent waste, fraud, and abuse.

- **Administer Corrective Action** involves the enforcement of activities to remedy internal or external programs that have been found noncompliant with a given law, regulation, or policy.
- **Conduct Program Evaluation** involves the analysis of internal and external program effectiveness and the determination of corrective actions as appropriate.

- **Conduct Program Monitoring** involves the data gathering activities required to determine the effectiveness of internal and external programs and the extent to which they comply with related laws, regulations, and policies.
- **Provide legal guidance and representation** involves providing legal advice concerning, and defending the administration of, VA operations and programs. This includes determining whether current or proposed VA operations and programs are consistent with laws, regulations, court decisions, Administration policy, and VA policy. It also includes providing legal representation to defend challenges to VA's administration of those programs.

3.2 Conduct Internal Risk Management and Mitigation

Internal Risk Management and Mitigation involves all activities relating to the processes of analyzing exposure to risk and determining appropriate countermeasures.

- **Manage Contingency Planning** involves the actions required to plan for, respond to, and mitigate damaging events.
- **Manage Continuity of Operations** involves the activities associated with the identification of critical systems and processes, and the planning and preparation required to ensure that these systems and processes will be available in the event of a catastrophic event.
- **Manage Service Recovery** involves the internal actions necessary to develop a plan for resuming operations after a catastrophic event occurs.

3.3 Conduct Congressional and Legislative Affairs

Conduct Congressional and Legislative Affairs involves activities aimed at the development, tracking, and amendment of public laws through the legislative branch of the federal government, advancement of pro-Veteran legislation and maintaining responsive and effective communications with Congress.

- **Track Legislation** involves monitoring legislation from introduction to enactment.
- **Provide Legislation Testimony** involves activities associated with providing testimony/evidence in support of, or opposition to, legislation.
- **Develop Legislative Proposals** involves drafting proposed legislation that creates or amend laws subject to Congressional action.

- **Conduct Congressional Liaison Operations** involves all activities associated with supporting the formal relationship between a federal agency and the U.S. Congress.

3.4 Conduct Regulatory Development

Regulatory Development involves activities associated with developing regulations, policies, and guidance to implement laws.

- **Develop Policy and Guidance** – involves the creation and dissemination of guidelines to assist in the interpretation and implementation of regulations.
- **Track Public Comments** involves the activities of soliciting, maintaining, and responding to public comments regarding proposed regulations.
- **Create Regulations** involves the activities of researching and drafting proposed and final regulations.
- **Publish Rules** includes all activities associated with the publication of a proposed or final rule in the Federal Register and Code of Federal Regulations.

3.5 Conduct Planning, Programming and Budgeting

Planning and Budgeting involves the activities of determining strategic direction, identifying and establishing programs and processes, and allocating resources (capital and labor) among those programs and processes.

- **Conduct Strategic Planning** entails the determination of annual and long-term goals and the identification of the best approach for achieving those goals.
- **Manage Agency Enterprise Architecture** involves the development of agency enterprise architecture, campaign plans, and transition strategies and includes activities associated with describing the current state and defining the target state and transition strategy for an organization's people, processes and technology.
- **Conduct Capital Planning** involves the processes for ensuring that appropriate investments are selected for capital expenditures.
- **Conduct Workforce Planning** involves the processes for identifying the workforce competencies required to meet the agency's strategic goals and for developing the strategies to meet these requirements.
- **Conduct Programming** involves the processes for allocating projected resources among competing requirements in order to provide the required

capabilities identified in the planning phase. A Program is generally defined as an organized set of activities directed toward a common purpose or goal undertaken or proposed by an agency to carry out its responsibilities.

- **Develop Agency Budget** involves all budget formulation activities undertaken to determine priorities for future spending and to develop an itemized forecast of future funding and expenditures during a targeted period of time. This includes the collection and use of performance information to assess the effectiveness of programs and develop budget priorities.
- **Manage Agency Budget** involves the legal (apportionment) and managerial (allotment and sub-allotment) distribution of budget authority to achieve results consistent with the formulated budget.
- **Coordinate Budget and Program Performance** involves activities that align Federal resources allocated through budget formulation, execution, and management actions with examinations of program objectives, performance, and demonstrated results such as Program Performance Assessments, Government Performance Results Act (GPRA) plans and reports, performance-based agency budget submissions, and Financial Management Cost Accounting and Performance Measurement data.
- **Manage Enterprise Governance** involves activities to develop and promulgate agency policies, practices, guidelines and procedures.

3.6 Conduct Public Affairs

Public Affairs involves the exchange of information and communication between the VA, citizens and stakeholders in direct support of citizen services, public policy, and/or national interest.

- **Manage Customer Service** supports activities associated with providing an agency's customers with information regarding the agency's service offerings and managing the interactions and relationships with those customers.
- **Manage Official Information Dissemination** includes all efforts to provide official government information to external stakeholders through the use of various types of media, such as video, paper, web, etc.
- **Manage Product Outreach** relates to the marketing of government services products, and programs to the general public in an attempt to promote awareness and increase the number of customers/beneficiaries of those services and programs.

- **Conduct Public Relations** involves the efforts to promote an organization's image through the effective handling of citizen concerns.
- **Manage Partnerships** involves the management and coordination of federal government relationships with other federal organizations, state, local, tribal and volunteer NGOs and individuals, as well as international governments and private sector organizations to achieve mission objectives.

3.7 Conduct Revenue Collection

Revenue Collection includes the collection of government income from all sources. Note: Tax collection is accounted for in Taxation Management Component in the General Government Line of Business.

- **Manage Debt Collection** supports activities associated with the collection of money owed to VA by liable third parties such as insurers and Veterans.
- **Manage User Fee Collection** involves the collection of fees assessed on individuals or organizations for the provision of VA services and for the use of VA goods or resources (i.e. co-payments, franchise fund fees, loan fees, etc.).
- **Manage VA Asset Sales** encompasses the activities associated with the acquisition, oversight, tracking, and sale of non-internal assets managed by the federal government with a commercial value and sold to the private sector.

4 Manage Government Resources

Management of Government Resources refers to the support activities that enable VA to operate efficiently. Figure 4 provides a graphical representation of this category.

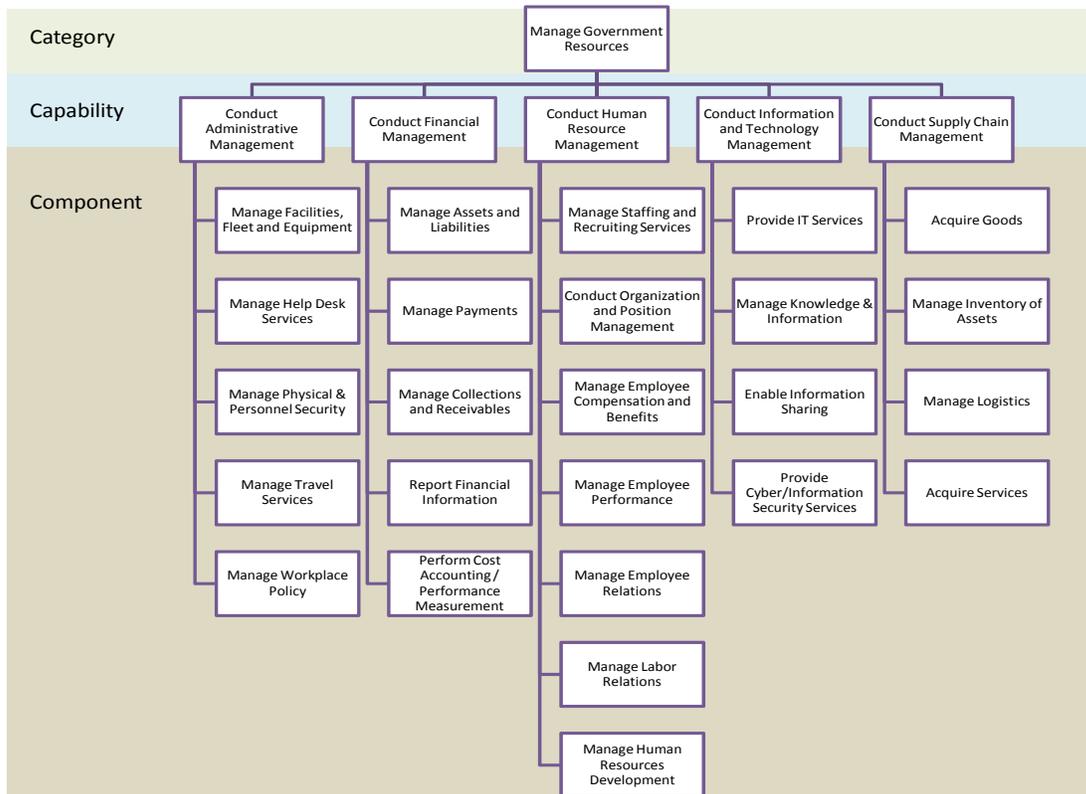


Figure 4

4.1 Conduct Administrative Management

Administrative Management involves the day-to-day management and maintenance of the internal infrastructure.

- Manage Facilities, Fleet, and Equipment** involves the maintenance, administration, certification, and operation of office buildings, fleets, machinery, and other capital assets that are possessions of the VA. This includes all of the activities associated with corporate construction, maintaining VHA, VBA and VACO facilities, and the land management activities for federal and state Veteran cemeteries.
- Manage Help Desk Services** involves the management of a service center to respond to government and contract employees' technical and administrative questions.

- **Manage Physical & Personnel Security** involves the physical protection of an organization's personnel, assets, and facilities (including security clearance management). Note: Activities related to securing data and information systems are addressed under the "Information Systems Security" Component.
- **Manage Travel Services** involves the activities associated with planning, preparing, and monitoring of business related travel for an organization's employees.
- **Manage Workplace Policy** includes all activities required to develop and disseminate workplace policies such as dress codes, time reporting requirements, telecommuting, etc.

4.2 Conduct Financial Management

The use of financial information to measure, operate and predict the effectiveness and efficiency of an entity's activities in relation to its objectives. The ability to obtain and use such information is usually characterized by having in place policies, practices, standards, and a system of controls that reliably capture and report activity in a consistent manner.

- **Manage Assets and Liabilities** entails accounting for assets, liabilities, fund balances, revenues and expenses associated with the maintenance of federal funds and expenditure of federal appropriations (Salaries and Expenses, Operation and Maintenance, Procurement, Working Capital, Trust Funds, etc.), in accordance with applicable federal standards (FASAB, Treasury, OMB, GAO, etc.).
- **Manage Payments** includes disbursements of federal funds, via a variety of mechanisms, to federal and private individuals, federal agencies, state, local and international governments, and the private sector, to effect payment for goods and services, or distribute entitlements, benefits, grants, subsidies, loans, or claims.
- **Manage Collections and Receivables** includes deposits, fund transfers, and receipts for sales or service.
- **Report Financial Information** includes providing financial information, reporting and analysis of financial transactions.
- **Perform Cost Accounting / Performance Measurement** is the process of accumulating, measuring, analyzing, interpreting, and reporting cost information useful to both internal and external groups concerned with the way in which an organization uses, accounts for, safeguards, and controls its resources to meet its objectives. Cost accounting information is necessary in establishing strategic

goals, measuring service efforts and accomplishments, and relating efforts to accomplishments. Also, cost accounting, financial accounting, and budgetary accounting all draw information from common data sources.

4.3 Conduct Human Resource Management

Human Resource Management involves all activities associated with the recruitment and management of personnel.

- **Manage Staffing and Recruiting Services** establishes procedures for recruiting and selecting high-quality, productive employees with the right skills and competencies, in accordance with merit system principles. This component includes: developing a staffing strategy and plan; establishing an applicant evaluation approach; announcing the vacancy, sourcing and evaluating candidates against the competency requirements for the position; initiating pre-employment activities; and hiring employees.
- **Conduct Organization and Position Management** designs, develops, and implements organizational and position structures that create a high-performance, competency-driven framework that both advances the agency mission and serves agency human capital needs.
- **Manage Employee Compensation and Benefits** designs, develops, and implements benefit and compensation programs that attract, retain and fairly compensate agency employees. This component includes: developing and implementing compensation programs; administering bonus and monetary awards programs; administering pay changes; managing time, attendance, leave and pay; and managing payroll, establishing and communicating benefits programs; processing benefits actions; and interacting as necessary with third party benefits providers.
- **Manage Employee Performance** designs, develops, and implements a comprehensive performance management approach to ensure agency employees are demonstrating competencies required of their work assignments. Design, develop and implement a comprehensive performance management strategy that enables managers to make distinctions in performance and links individual performance to agency goal and mission accomplishment. This component also includes managing employee performance at the individual level and evaluating the overall effectiveness of the agency's employee development approach.
- **Manage Employee Relations** designs, develops, and implements programs that strive to maintain an effective employer-employee relationship that balance the agency's needs against its employees' rights. This component includes: addressing employee misconduct; addressing employee performance problems;

managing administrative grievances; providing employee accommodation; administering employees assistance programs; participating in administrative third party proceedings; and determining candidate and applicant suitability.

- **Manage Labor Relations** manages the relationship between the agency and its unions and bargaining units. This includes negotiating and administering labor contracts and collective bargaining agreements; managing negotiated grievances; and participating in negotiated third party proceedings.
- **Manage Human Resources Development** designs, develops, and implements a comprehensive employee development approach to ensure that agency employees have the right competencies and skills for current and future work assignments. This component includes conducting employee development needs assessments; designing employee development programs; administering and delivering employee development programs; and evaluating the overall effectiveness of the agency's employee development approach.

4.4 Conduct Information and Technology Management

Information and Technology Management involves the coordination of information and technology resources and systems required to support or provide a service.

- **Provide IT Services** involves information and technology management and encompasses the coordination of information and technology resources and systems required to support or provide a service.
- **Manage Knowledge & Information** involves the coordination of information collection, storage, and dissemination, and destruction as well as managing the policies, guidelines, and standards regarding information management.
- **Provide Cyber/Information Security Services** involves all functions pertaining to the protection of federal information and information systems from unauthorized access, use, disclosure, disruptions, modification, or destruction, as well as the creation and implementation of security policies, procedures and controls.
- **Enable Information Sharing** relates to any method or function, for a given business area, facilitating: data being received in a usable medium by one or more organizations as provided by a separate organization or other entity; and data being provided, disseminated or otherwise made available or accessible by one organization for use by one or more separate organizations, or other entities, as appropriate.

4.5 Conduct Supply Chain Management

Supply Chain Management involves the purchasing, tracking, and overall management of goods and services. Includes establishing and maintaining Department-wide procurement goals for the utilization of Service-Disabled Veteran owned small businesses, Veteran-owned small businesses, small business concerns, small disadvantaged businesses, women-owned small businesses and historically underutilized businesses in VA contracts and subcontracts.

- **Acquire Goods** involves the procurement of physical goods, products, and capital assets to be used by the VA.
- **Manage Inventory of Assets** refers to the tracking of information related to procured assets and resources with regard to quantity, quality, and location.
- **Manage Logistics** involves the planning and tracking of personnel and their resources in relation to their availability and location.
- **Acquire Services** involves the oversight and/or management of contractors and service providers from the private sector.

Appendix A: Glossary of Verbs

A Glossary of Verbs exists to serve as a clear reference for the names and expressions used in this document.

Administer: Responsible for the implementation, use, or running of something.

Acquire: Buying or otherwise obtaining a good, service or asset.

Conduct: Directs the course of action.

Coordinate: Brings the different elements of a complex activity or organization into a relationship that will ensure efficiency or effectiveness.

Create: Cause something to come into being.

Develop: Creation of a product or service.

Manage: Handles, directs, governs or controls resources for some purpose.

Monitor: Observation and oversight of an activity and can include tracking and reporting.

Perform: Narrow execution of a specific task.

Provide: Supply or make something available for use.

Track: Follow the course or pathway of something.